

# CLTS Follow-Up Guidelines



Why do we conduct follow-up visits after CLTS triggering?

- (A) **To document** specific aspects of progress and change
- (B) **To support & motivate** those involved in CLTS on the ground
- (C) **To learn** deeply about the process of change since the triggering

If you are an extension staff or a supervisor, these guidelines are meant to help you think about the key ingredients of a good follow-up visit.

## (A) Documenting the community's progress

Shit	Facilities	Behaviour	Action Plan
<p><u>Visit the OD areas and note if there is any evidence of shit.</u></p> <p>Use all senses: look, smell, listen for flies.</p> <p>Is there less shit than before? Have people diverted to new OD areas?</p> <p>Away from home, are there places where people OD? (field, road, church, school)</p>	<p><u>Note presence of new sanitation facilities, built since triggering.</u></p> <p>How many new latrines have been built? How many latrines are in the process of being constructed? (i.e. Pits dug, etc.)</p> <p>Are there any new hand-washing facilities?</p> <p>Do you notice any latrine improvements? (e.g. Drop hole covers, etc.)</p> <p>Do any latrines meet Malawi's standard for basic sanitation? (i.e. Safe, private, functional, 30m from water points)</p> <p>Do any latrines meet Malawi's standard of improved sanitation? (i.e. The criteria for basic, plus a tight-fitting drop-hole cover and a smooth impermeable floor)</p>	<p><u>When you record the number of new sanitation facilities, remember that it only counts if it is "in use".</u></p> <p>What evidence do you look for that shows latrines are being used?</p> <p>What shows that hand-washing facilities are being used?</p> <p>Are drop hole covers actually covering the entire hole? Is it possible for any flies to go in and out?</p>	<p><u>Compare what the community committed to at triggering (i.e. Action Plan), to what has been done so far.</u></p> <p>By what date did the community want different changes to occur by?</p> <p>Is the community changing faster or slower than they planned for different changes?</p> <p>Are the local leaders keeping track of the community's progress?</p>

## (B) Supporting & motivating those on the ground

→ Follow-ups motivate the community. They remember how they felt the day they triggered. They remember how they said they wanted to change. Your presence is an encouragement to them. It energises them and builds their confidence.

→ Follow-ups are an opportunity for further triggering. Use the same provocative & questioning style with people that you used during triggering, to help them understand the situation better, and be triggered even more. OD areas are a great place for this!

→ Follow-ups are an opportunity to coach local CLTS leaders. Assess how natural leaders, village heads, and extension staff (if you are a supervisor) are leading the process. You can help them overcome challenges they are encountering by coaching them.

## (C) Learning deeply about the change process:

### Local Leadership

VILLAGE HEAD & ASSISTANTS | NATURAL LEADERS | EXT. STAFF | OTHER LOCAL LEADERS OR COMMITTEE MEMBERS

- For the village in question, which leaders do you think you should definitely meet with during the follow-up visit? Why?
- What different roles have these local leaders played with CLTS since the triggering? Is there anyone who has not played much of a role, but you think you can “trigger” them during follow-up to be a more active leader? How?
- What techniques have leaders used to encourage/help the community change since triggering? How have community members responded to these different techniques?
- Have they noticed any positive change since CLTS began?
- Are the leaders satisfied with the village’s progress since triggering? Do they think the current status is good enough? How do the leaders keep track of the village’s progress?
- Have any “enforcement” measures been put in place for people to follow CLTS? (E.g. punishment for OD, etc.)
- Do the different leaders in the community work together on CLTS? How? Is there any problem between the leaders? Are the natural leaders still active? Do they seem influential?
- How is it challenging to lead the community with CLTS? Can you help these leaders in any way?
- Do any of the leaders seem truly committed to ODF?
- *Make the leaders feel proud and appreciated in their roles!*

### The Overall Community

WOMEN | MEN | CHILDREN | THOSE WITH & WITHOUT LATRINES

- Keep in mind the community’s situation when you interview people: ODF? On the verge of ODF? Scattered progress? No change? Is CLTS actually taking place here?
- You can call the whole community together and understand different perspectives all at once. This can also create an opportunity for those using latrines to pressure those who are still going to the bush.
- You can also interview people more informally, just by moving from house to house. Ask about their neighbours.
- Make sure you ask similar questions to all different kinds of people in the community, and compare the answers they give. Especially compare the answers of children and adults.
- Ask simple questions to understand their beliefs, such as:
  - ❖ When did you build this latrine? Why did you build it?
  - ❖ Where did you shit previously?
  - ❖ Why do you want to cover the hole like this?
  - ❖ What will you do if the latrine collapses or fills up?
  - ❖ Did you attend the triggering meeting? What did you think of those discussions? Was anything agreed there?
- Why have some people not begun building their own latrine? Where do they shit? Is this a permanent situation? How far is this place? Is it inconvenient or dangerous?
- *Encourage people for anything good you see they’ve done!*

### Challenges Since Triggering

If the community isn’t proceeding perfectly according to their Action Plan, what are some of the reasons why? Is there anything you can do to help?

Are you surprised by the challenges you are observing, or that people are mentioning? Why or why not?

Are challenges unique to just one kind of community member, or are some experienced by most? Is it a challenge that slows progress, or completely threatens ODF?

What future challenges might they have? (e.g. sustainability)

### Interesting Innovations

What was the most dramatic or impressive thing you observed during your follow-up visit? Is this common?

Were there any creative latrine or hand-washing facility ideas that you were impressed by?

Did local leaders use any creative techniques to motivate the community members to embrace CLTS?

How can you help some of these innovative ideas be shared more widely without lecturing or prescribing?

Did you learn something new about the people’s capacity?

### Positive Impacts

Do any community members report that “things have changed” since CLTS began?

- Health: Diarrhoea, cholera. (Also check at health centre.)
- Environment: Cleaner, smells better, etc.
- Relationships: Maybe village likes ext. worker more now?
- Attitudes: Towards OD? Towards self-help in general?

### Your Personal Reflection

Based on what you observe and learn during follow-ups, do you learn anything about improving **your role** with CLTS?

- How can you actually say you did to trigger people before?
- Does your follow-up have any effect on the community?
- What “action items” must you do in the future to continue supporting this community on CLTS?